

**1986-87
ANNUAL
REPORT**

**THE SOCIAL PLANNING
& RESEARCH COUNCIL
of Hamilton & District**

A United Way Member Agency

PRESIDENT'S REPORT

It is a pleasure to provide my President's Report for 1986/87. It has been a significant year in terms of growth, strengthened capacity to respond to issues, and recommitment to mandate and mission for all of us at the Council.

Increasing demand for the services of our Council, along with the separation of the Voluntary Action Centre led us to review and finally revise our statement of purpose and priorities this year. Our new statement is clear and concise, will help us to better select projects and consultations, and through clearer language, will enable us to more effectively explain our role to the community. (A copy of our new mission statement and objectives may be found later in this Annual Report.)

The support received from the community - those who joined the Council as members, and from our major funders - the United Way and the Regional Municipality of Hamilton-Wentworth - is sincerely appreciated. Not only do we appreciate the continued support of our work but we are delighted that this support extends to ongoing, shared research efforts with our funders. I am happy to report that as a result of efficient management, a leave of absence and staff turnover, we have been able to end our fiscal year with a modest surplus.

Jody Orr, our Executive Director, continues to bring credit to the work of the Council, both through her leadership of staff and volunteers, and through the quality of her work as an administrator and researcher. My thanks also, to Kim Van Louwe our Research Director, who demonstrated excellent management abilities as Acting Director during Jody's leave of absence this year.

The strength of any voluntary agency is to be found in its volunteer base, and the Council is lucky to have a group of committed volunteers who give freely of their time and talent. Board members continue to be active in the programs of the Council. Some of these involvements include: Judith Bishop, Committee on Housing and Home Support Services for the Disabled, and the Community Development Advisory Committee; George Czutrin, Nominating Committee; Dr. Larry Chambers, Consultant to the Research Advisory Committee; Dave Christopherson, Committee on Housing and Home Support Services for the Disabled; David Godley, Community Development Advisory Committee; Pat James, Advisory Committee on Race Relations Re-

search; Dr. John Johnston, Nominating Committee, Advisory Committee on Race Relations Research, and Chairman of the Committee on Housing and Home Support Services for the Disabled; Dorothy Marchesan, Committee on Housing and Home Support Services for the Disabled, (Dorothy also chaired the Planning Committee for the Consultation on Homelessness); Tony Perri, Policy Review Committee; Donna Seguin, Nominating Committee; Ken Stone, Advisory Committee on Race Relations Research; and Gerry Wright, who chairs the Advisory Committee on Race Relations Research.

Three of the issues in which the Council has had sustained involvement this year will continue to represent major initiatives in the year ahead: 1) housing issues have been a major focus, particularly as they relate to the needs of many in the region for adequate subsidized housing, for appropriate public participation in the area of policy development, for changes in community attitude towards social housing and for sound research in the resolution of these concerns; 2) discrimination against visible minorities in employment in Hamilton-Wentworth has been identified as an issue requiring effective research and action and an Advisory Committee consisting of representatives from the Council and from the Mayor's Race Relations Committee has been struck to undertake a broad and effective research project in this area; 3) the establishment of principles and recommendations on day care policy which will challenge each of us to analyze our own positions on family life in relation to the realities of living in to-day's community.

I wish to express appreciation to the members of the board and staff for their support during my term as President. In particular, I wish to thank Executive Director Jody Orr, Vice-President Urmas Soomet, Treasurer Nick Mastroluisi, Past-President Tony Butler, Chairman of the Research Advisory Committee Grant Corbett, and Chairperson of the Community Development Advisory Committee Glenda Laws, whose commitment to the Council has strengthened my own.

Dick Capling

EXECUTIVE DIRECTOR'S REPORT

The year 1986-1987 has proven to be a challenging and rewarding one for all those associated with the SPRC. It was a year of measuring impacts, and a year for setting new directions.

This year was our first without the Voluntary Action Centre (formerly Volunteer Bureau). As of January 1, 1986, they became an independent agency, operating out of their own premises since October, 1986. This type of separation could not have occurred without a great deal of goodwill, effort and energy from many people--my thanks to all the volunteers and staff involved, and all best wishes for continued success to the Voluntary Action Centre.

We also, finally, entered into the computer age, and now have the capacity to generate and analyze significant data bases and research on site. As a research body, lack of such a facility had, in the past, proved to be a major stumbling block to undertaking the more complex research we are now able to contemplate. It is also having a strong impact on our internal operations, allowing better evaluation of our allocations of human resources and permitting far more flexibility in the development of our publications.

We have finally reintroduced a newsletter to our members and the community and, while aware it is in need of significant development, at least we feel better "in touch" with our various constituencies.

Our publications sales continue to increase, attesting to the fine quality and breadth of work being achieved here at the Council. This has, however, its down side: our staff overtime commitment is untenable, and we have activated a waiting list and system of prioritization for consultation requests and projects. Almost every one of our Board members is involved in a committee of one sort or another, proving that the volunteer base of our organization is energetic and involved. Having finished the year with a small surplus, the Council is a living model of a healthy organization.

Health is also measured in change. We were very sorry to see Rick Csiernik, Research Associate, leave us to take up a position with the Addiction Research Foundation. In his two and a half years with us, Rick made a lasting contribution, and we wish him all success. We are happy to wel-

come Caroline Ball as his replacement and hope she finds her work with us both challenging and rewarding. We also said goodbye to Winsome Cain, who was hired as our first permanent Research Assistant. Her work quickly allowed the Research Unit to take on far more sophisticated research and demonstrated what an essential role this was to the effectiveness of the Council. We wish Winsome well, knowing her skills and talents will carry her far. We are delighted that Angela Houser joined us to replace Winsome and hope she will enjoy working with us as much as we are enjoying her working for us. Kay German, our receptionist, reached her official retirement date in January, 1987, and will continue with us on a half-time basis until the end of September, 1987. With her retirement at that time, we will be phasing her position out, and we all know how much she will be missed.

We are also losing our neighbouring agency, the Community Information Service, to a new location in June. After some renovations we will be moving into their vacated space on the sixth floor. This plan has been in the works for some months now, and we are looking forward to the opportunity to reorganize our physical environment.

Our physical move coincides with the recent development of a new mission statement and objectives for the Council and a modified and enhanced system for program and internal agency evaluation. Increased public visibility, expanded research capacity, more vibrant community development involvements, and increasing requests for agency service all suggest that 1986-1987 was a red-letter year and that 1987-1988 will prove even more exciting and challenging.

PROGRAM HIGHLIGHTS

Research and Planning

Over the last year, the Research Unit has continued to distinguish itself with outstanding research, production of reports with an impact, and a continuing capability to stay on top of the issues which are significant to our community.

In the area of major consultations, the Unit recorded 1278 hours of direct service which was allocated to 15 clients. Among these clients, were the Ministry of Community and Social Services (the SPRC was contracted to establish a comprehensive case and service planning data base for the developmentally handicapped in Hamilton-Wentworth and Brant), the Social Assistance Review Committee (who received a major brief and who also consulted with us on specific issues re-

lated to their mandate). Extend-a-Family (for service evaluation and planning), the Central Area Plan Implementation Committee and A.A.T.D.

Over 730 hours went into minor consultations, covering literally hundreds of clients ranging from information requests through to extended involvement on outside committees.

Projects often permit the Research Unit to work in a more directed fashion on social issues and social policy development than consultations, and 1986-1987 demonstrates a clear focusing on several important issues of pressing concern to this community; poverty, housing, and race relations most notably.

Over 1900 hours were devoted to projects in 1986-1987, which saw the publication of a variety of research reports related to housing and poverty and often related to each other: Unattached Women Over 40 on General Welfare; Disabled Income Adequacy Comparison (since published in a national social policy journal); Housing and the Disabled. Continuous monitoring of social housing in Hamilton-Wentworth has allowed us to continue to be responsive to issues and crises as they arise, and we anticipate there will be an ongoing need for this type of monitoring.

We continued our good working relationship with the Regional Social Services Department through evaluation of their Teen Worker program (the study was published early in 1987) and began work on a major cohort study to assess the impact of training programs on recipients of General Welfare.

We published an updated Guide for Family Budgeting, completed work on an updated Social Trends in Hamilton-Wentworth, and in a lengthy, but rewarding process integrated the policies of the SPRC over the last 25 years into a comprehensive policy document which will provide ready (and up-to-date) reference to where the Council stands on a wide variety of issues.

It is impossible to detail the full work of the Unit given its breadth and scope. We are tremendously proud of its outstanding work and know we can expect more of the same in the coming year.

Community Development

Our Community Development program continued over the year 1986-1987 to provide a broad range of consultative services to the community. Major consultations were provided to Women of

Hamilton Acting Together (W.H.A.T.), who mounted a major conference on women's issues in Hamilton-Wentworth, to the District Health Council's Task Force on Health Promotion, to the United Way's Volunteer Leadership Development program, and to the Social Housing Coalition.

We are particularly pleased with our involvement with W.H.A.T. Women of Hamilton Acting Together developed as a community-based action group to ensure that issues and recommendations raised in our 1985 publication, *The Impact of the Recession on Women in Hamilton-Wentworth*, did not get lost. This involvement highlights a process of collaboration between our research unit and our community development program, with the former generating comprehensive social policy analysis, critique and recommendations, and the latter working with members of the community to ensure that action results from this original research. In the case of W.H.A.T., which was formed as a group independent of our Council, the results have been exciting, with the development of a non-profit housing project for women and agreement from the *Spectator* to begin publishing a calendar of political, social and education events of interest to women in our community (to be called *Women's Forum*). Our congratulations to all those involved in these successful undertakings.

A wide variety of minor consultations took place over this year, consuming about 25% of staff time.

In addition, major time was allocated to the development of a comprehensive policy document on public participation. With its anticipated publication in the fall of 1987, the community will have at its disposal a comprehensive guide for planning and assessing public participation programs in our community.

Much of the work of our Community Development program is low-key, but effective, involvement with a broad variety of groups in our community. The success of the program can be measured through the high level of satisfaction expressed by recipients of services, and through the high level of demand for service. Here, as in the Research Unit, staff overtime is excessive, and we are in the process of cutting out some involvements and placing requests for service on a waiting list. Our Board is looking seriously here, as elsewhere in the Council, at the pressing need for staff expansion.

To some degree, demands for service which outstrip our capacity to respond are a clear indica-

tion of effectiveness, credibility and profile, but they also serve to underscore the critical problem of under-resourcing. This will be a major issue for the Council in the months ahead.

Acknowledgements

The fact that the Council is a healthy, dynamic, focused organization is a living testimony to the commitment and energy of both volunteers and staff.

The Council is extremely fortunate to have staff whose expertise, experience, and skill would be a credit to any organization. Brought together in one organization, the results never fail to impress me. I consider myself fortunate to work with such a set of colleagues.

The professional staff perform and produce at a level of consistency and excellence which is remarkable. To Don, Caroline and Angela, (and to Rick and Winsome who are no longer with us) my thanks, and to Kim, my special thanks for your outstanding contribution during my leave of absence in 1986.

To Shurl, Caroline and Kay, our support staff, and Hilda, who continues to provide us with valuable volunteer assistance, my thanks for working so effectively in the chaos which so often accompanies our creative endeavours.

A special mention and special thanks to Mary, my Executive Assistant, whose advice, experience and gentle prodding makes me look good by keeping me on top of things. She does an outstanding job, and I am grateful for her support.

But staff are only part of the story. The volunteers who contribute to the SPRC are all that is best in volunteers: committed, energetic, giving and constantly prepared to ensure we attain the goal of excellence. My thanks to all those who are involved in committees and at the Board level.

A special working relationship exists between an Executive Director and volunteers who serve in an Executive capacity. To Nick Mastroluisi, Tony Butler, Urmas Soomet, Grant Corbett and Glenda Laws, my thanks for your wise counsel and extra donations of time. Above all, however, it is the relationship between the President and all other people in our Council which sets a tone and a context for our daily work. Dick Capling, whose term as President is ending, has brought to his work with the Council, a rare combination of skills and talents which have been appreciated by us all. He has giv-

en of his time more than generously, and has done so in a spirit of collaboration touched with good sense, good humour and sensitivity. It has been a distinct pleasure for all of us to work with Dick. Our many, many thanks, and best wishes.

Concluding Remarks

The year 1987-1988 promises to be as exciting as that just past. Critical social issues, such as housing, and race relations, will continue to jam our agenda, and key questions such as our resource base and priorities will challenge us all. I look forward to these challenges, because I know that we have the depth of talent and strength of commitment to keep us moving forward to our shared vision of a compassionate, caring community.

JODY ORR

STATEMENT OF FINANCIAL ACTIVITIES

	Fifteen Months Ended March 31 1987	Twelve Months Ended Dec. 31 1985
REVENUES		
Support from the public	\$274,936	\$265,335
Support from governments	43,886	74,030
Other	6,761	8,059
TOTAL REVENUES	\$325,583	\$347,424
EXPENSES:		
Salaries	228,158	253,129
Employee health and retirement benefits	26,173	27,589
Data processing and professional fees	1,329	2,143
Supplies	10,653	12,060
Telephone	3,268	4,568
Postage and shipping	4,939	6,376
Occupancy	22,524	22,721
Public relations	1,151	2,338
Local transportation	4,569	4,395
Conferences and meetings	3,016	3,906
Subscriptions and reference publications	431	386
Organizations dues	948	928
Equipment and fixed assets	14,969	3,820
Rentals	615	3,903
Miscellaneous	1,888	445
TOTAL EXPENSES	324,631	348,707
Excess of revenues over expenses (expenses over revenues) for period	952	(1,283)
Surplus, beginning of period	458	1,741
Surplus, end of period	<u>\$ 1,410</u>	<u>\$ 458</u>

See the following notes:

- Effective January 1, 1986, the Volunteer Bureau Division of the Social Planning and Research Council of Hamilton and District became a separate entity and changed its name to the Voluntary Action Centre. All funds received in 1985 on behalf of the Voluntary Action Centre were held in trust and transferred to the Voluntary Action Centre in January, 1986.

- As a result of the change in fiscal year end to March 31 adopted by the United Way, the Council's Board of Directors approved a change to the same fiscal year end commencing March 31, 1987. In order to efficiently effect this change, a statement of financial activities for the fifteen months ended March 31, 1987 has been prepared. This change in fiscal year end and the method of effecting this change have been approved by both the United Way and Revenue Canada.

AUDITOR'S REPORT

To the Directors and Members of
The Social Planning and Research
Council of Hamilton and District:

I have examined the balance sheet of The Social Planning and Research Council of Hamilton and District as at March 31, 1987 and the statement of financial activities for the fifteen months then ended. My examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as I considered necessary in the circumstances.

In my opinion, these financial statements present fairly the financial position of the Council as at March 31, 1987 and the results of its operations for the fifteen months then ended in accordance with the accounting principles described in note 2 to the financial statements applied on a basis consistent with that of the preceding year.

Hamilton, Ontario
May 12, 1987

Christopher C. Costanza
Chartered Accountant

NOTE: The information given is an extract from the financial statements. The complete financial statements, including all related notes to the financial statements, are available to members on request.

STAFF TIME ALLOCATIONS in 1986 - 1987

1986-1987 represents a one-time 15-month fiscal year, and time allocations are presented for this 15-month period. The first three months of 1987 include the Executive Director's time, unlike the report for the calendar year of 1986. At the Annual Meeting (June 17, 1987), new objectives for the Council are being recommended, and priorities reported herein will become outdated.

Almost 75% of staff time went into on-line activities in 1986-1987 (projects, consultations and program committees) and administration continued at well under 20% of staff time (administration includes staff attendance at Board and Executive Committee meetings at which projects and consultations are discussed). Over this 15-month period, professional staff accumulated 897 hours of overtime which was not recovered, representing 13% of the time worked, or approximately 60% of a full-time staff person. In the first three months of 1987, overtime was being accumulated at a rate of 50% faster than in 1986, suggesting accumulation of overtime is becoming an increasingly critical problem.

The year 1986-1987 showed large proportions of time going to mid-priority activities in the area of needs assessment and agency evaluations (together almost 50% of major consultation and project time). To a degree, this reflects one-time allocations of time due to major/fee for service consultations in these areas (over 700 hours to one client in one case). If these one-time allocations were removed, time allocations would more closely approximate priorities.

TABLE 1
Staff Time Summary

1986 - 1987

	1986*		1987*		Total	
	Hours	%	Hours	%	Hours	%
Administration						
General	482.5	8.9	220.75	13.7	703.25	10.
Committee	386.	7.2	205.75	12.7	591.75	8.5
Background	377.25	7.0	99.25	6.2	476.5	6.8
Community						
Liaison	87.5	1.6	27.25	1.7	114.75	1.6
Program						
Committees	310.75	5.7	75	4.7	385.75	5.5
Consultations						
Minor	905.5	16.9	216.75	13.4	1122.25	16.1
Major	1285.5	23.9	353.75	21.9	1639.25	23.5
Projects	1527.25	28.5	416.50	25.8	1943.75	27.9
	5362.25		1615.00		6977.25	

Overtime Hours = 897

*1986 represents January-December and does not include the Executive Director's time; 1987 represents January to March and does include the Executive Director's time.

TABLE 2
Staff Time in Relation to Council Priorities*

Activities Usually Undertaken by Research and Planning Staff	Prioriry	Hours	% of Project & Major Consultation Time
Social impact analysis of government policy	1.1	218.75	6.1
Social policy development/advocacy	1.3	546.75	15.3
Technical assistance to community groups	1.6	175.	4.9
Service co-ordination	1.6	20.	.6
Needs assessment	1.7	1253.75	34.9
Socio-economic trend analysis	1.8	241.75	6.7
Agency evaluation	2.1	520.25	14.5
Urban planning assistance	2.2	34.75	.9
Management consultation	3.2	NIL	—
Activities Usually Undertaken by Community Development Staff			
Public policy changes affecting citizen participation	1.6	254.75	7.1
Organization assistance to community groups	1.6	224	6.3
Dissemination of information re: citizen participation policies	2.2	2.	.00
Initiating formation of community groups	2.8	NIL	—
Development of Boards of Directors	3.2	54.5	1.5

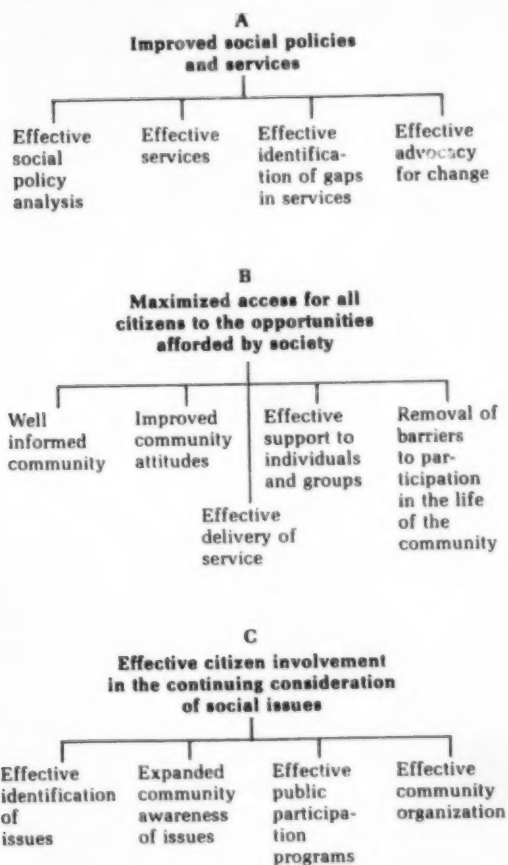
*These priorities will be replaced in 1987-1988 by the new objectives found in Figure 1 subject to approval at the Annual Meeting of 1986-1987.

FIGURE 1

**Proposed
Mission Statement of the Social Planning and
Research Council of Hamilton and District**

As an independent voice in the community, the Social Planning and Research Council of Hamilton and District will act to improve the quality of life for all citizens by engaging in activities which will result in:

- a) improved social policies and services
- b) maximized access for all citizens to the opportunities afforded by society; and,
- c) effective citizen involvement in the continuing consideration of social issues.



STAFF MEMBERS

Executive Director:	Jody Orr
Research Director:	Kim Van Louwe
Community Development Consultant:	Don Jaffray
Research Associate:	Caroline Ball *Rick Csiernik
Research Assistant:	Angela Houser *Winsome Cain
Support Staff:	Mary Swan, Executive Assistant Caroline Eyk Kay German Shurl Kocman
Volunteer Support Staff:	Hilda Nelligan
Student Staff: 1986/87:	Sheldene Simola, McMaster School of Social Work
Project Staff: 1986/87:	Ruth Badenhorst Christa Bervoets Carmen Bian Anne Hughes Ed Perkovic Lisa Petsche

*Resigned during the year

BOARD OF DIRECTORS

1986/87

OFFICERS

Richard G. Capling, President
Urmaz Soomet, Vice-President
Nicholas Mastroluisi, Treasurer
Johann E. Orr, Secretary
Anthony Butler, Past-President

HONORARY SOLICITOR

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HONORARY DIRECTORS

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Judge Thomas A. Beckett
Archbishop John Bothwell
Craig Fraser
Hubert Martin, Q.C.
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Term Ending 1987

Judith Bishop
Richard G. Capling
George Czutrin
Brian Hinkley
Sheila Johnson
Dr. John A. Johnston
Dorothy Marchesan
Hon. Lily Munro
*Gerald Price
Ross Robinson
Donna Sequin

Term Ending 1988

Jenny Adams
Joyce Caygill
Dr. Larry Chambers
David Christopherson
Grant Corbett
Patricia James
Nicholas Mastroluisi
Kenneth O'Neal
Geraldine Wright

Term Ending 1989

Jack Farnworth
David Godley
*Jacqueline Isbester
Anthony Perri

Urmaz Soomet
Kenneth Stone
Glenda Laws

Consultants:

Bill Fuller

Edgar Smee

Advisers:

Bruce Mochrie
(United Way)

Norma Walsh
(Regional Social Services)

*Resigned during the year

COMMITTEE MEMBERSHIP

ADMINISTRATIVE COMMITTEES:

Executive:

Urmaz Soomet, Chairman
Anthony Butler
Dick Capling
Grant Corbett
Glenda Laws
Nick Mastroluisi

Finance:

Nick Mastroluisi,
Chairman
Anthony Butler
Dick Capling
Urmaz Soomet

Personnel:

Anthony Butler,
Chairman
Dick Capling
Nick Mastroluisi
Urmaz Soomet

Nominating:

Anthony Butler,
Chairman
W. McMillin Carson
George Czutrin
Carl DeLottinville
Dr. Martin Johns
Dr. John A. Johnston
Joan McKee
Peter Shebib
Donna Sequin
Eunice Swanborough

STANDING COMMITTEES

Community Development Advisory:

Glenda Laws, Chairperson
*Linda Pawlick, Chairperson
Sheila Barrett
Judith Bishop
Bruce Charlton
David Godley
Susan Goodman
Basilina Iatomasi
Sally King
Georges Lariviere
Hugo Neufeld
Gil Simmons

Research Advisory Committee:

Grant Corbett, Chairman
Mike DeVillier
Nancy Edwards
George Gliva
*Dr. Barrie Humphrey
Dr. Roman March
Alba Mitchell
Sharon Monte
Dr. Heather Munroe Blum
David Oikawa
Marilyn Smith
*Urmaz Soomet
*Dr. Mark Sproule-Jones
Don Trebilcock
David Tucker

*Resigned during year

Consultants:

Robert Arnold

Dr. Larry Chambers

AD HOC COMMITTEES:**Day Care Advisory:**

Rose Assogna	Susan Green
Cathy Barrett	Jessie Thomson
Trish Baynham	Catherine Towers
Pam Brown	Ida Thomas
Bob Freeman	

Consultants:

Leena Kinanen (Regional Social Services)
 Lesley Russell (Ontario Coalition for Better Day Care)
 Shirley Wheeler (Ministry of Community & Social Services)

Committee on Housing and Home Support Services for the Disabled:

Dr. John A. Johnston, Chairman	
Judith Bishop	Bob Smith
Dave Christopherson	Cathi Smith
*Azniwe Mallet	Doug Wallace
Dorothy Marchesan	Norma Walsh
Ruth Selby	Saul Zemaitis

Advisory Committee on Race Relations Research:

Geraldine Wright, Chairperson	
Elizabeth Avetissian	Dr. John A. Johnston
Carlton Glanville	Phenom Ma
Douglas Hewitt	Dr. Roman March
Dr. Harish Jain	Leonor Sorger
Patricia James	Kenneth Stone

Policy Review Committee:

Bruce Charlton	Ross Robinson
Tony Perri	Dr. Mark Sproule-Jones

Planning Committee - Conference on Homelessness:

Dorothy Marchesan, Chairperson	
Bruce Charlton	Basilina Iatomasi
Maggie Fischbuch	Milica O. Kovacevich
Sophia Gubbins	Brian Leckie
John Hardy	Diane Mandell

ACKNOWLEDGEMENTS

The Social Planning and Research Council would like to thank its major funders, the United Way and the Regional Municipality of Hamilton-Wentworth, for their continued support of the work of the Council. A special thanks also to the friends of the SPRC for their donations in 1986. We acknowledge the Support of the Canada Employment and Immigration Commission for special project funding. During the past fifteen months, we have enjoyed the opportunity to work with the following on a contract basis: the Industrial Education Council; the Ministry of Housing; and the Ministry of Community and Social Services (through the Rygiel Home). The SPRC is especially grateful to the following organizations who assisted in the purchase of computer equipment: the Rotary Club of Hamilton; the Hamilton Foundation; Edith Turner Foundation and the Martin Foundation.